

# Privacy Policy

## 1. Introduction

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T.M. Fildes Proprietary Limited (ACN 131 287 753) (**we, us, our**) is committed to protecting your personal information.

**Personal information** is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not.

This Privacy Policy describes how we manage your personal information and does not cover information held or collected about our employees.

## 2. What personal information do we collect?

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We only collect personal information if it is reasonably necessary for one of our functions or activities, or as required by law. The kinds of personal information we collect depend on the circumstances and your interactions with us.

We may collect and hold the following kinds of personal information about you:

- (a) name;
- (b) date of birth;
- (c) your position or title;
- (d) contact details, such as address, telephone number and email address;
- (e) shipping information;
- (f) payment details;
- (g) company credit information;
- (h) the services you request or order from us; and
- (i) any other information provided by or about you.

We do not collect sensitive information about you.

## 3. How do we collect personal information?

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We generally collect personal information:

- (a) from you when you interact with us, including when you request or order our services; and
- (b) from a third party who is involved in our provision of services to you.

## **4. How do we use your personal information?**

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We will generally only collect and use your personal information for the primary purpose for which it was collected, or a secondary purpose that:

- (a) you have consented to; or
- (b) is reasonably expected and relates to the primary purpose.

For example, we may use your personal information:

- (a) to provide you with our services, including to facilitate the shipping of your goods, monitor shipments, and process payments;
- (b) to provide sales and support services to you;
- (c) to respond to your enquiry, request or complaint;
- (d) for our internal administrative, customer relations, marketing, planning, training, development and research requirements;
- (e) for any purpose for which you give your express or implied consent; and
- (f) for any purpose required or authorised by law.

## **5. How do we disclose your personal information?**

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We may disclose personal information for these purposes to:

- (a) shipping and transport companies, customs brokers and freight forwarders;
- (b) our service providers who assist in our business functions, including payment processors and support service providers;
- (c) our insurer, to the extent required by our insurance policies or for insurance claims; and
- (d) regulatory authorities and law enforcement, to the extent required or permitted by law.

Some of these third parties (such as shipping and transport companies, customs brokers and freight forwarders) may be based outside of Australia. The countries in which they are located depend on the specific shipping arrangements you request.

## **6. How to access and correct your personal information?**

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You may request access to, or correction of, your personal information by writing to us using the details below. We will require confirmation of your identity.

On some occasions, it may not be possible for us to provide you with access to all of your personal information, or an exemption to access may apply. For example, we will not provide access if doing so would impact the privacy of another individual. If this occurs, we will tell you why in writing.

We may charge a reasonable fee based on the effort involved in providing you with access.

## **7. Complaints**

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You may contact us if you have concerns about how we handle your personal information.

We take all complaints seriously and will aim to resolve your complaints as soon as reasonably practicable. If you are not satisfied with our response to your complaint, you may lodge a complaint with the Australian Information Commissioner.

## **8. Changes to this policy**

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We may change this Privacy Policy from time to time and without notice to you. We will publish any revised Privacy Policy to our website, which will apply and take effect from the date of publication.

Your continued provision of personal information to us will mean you agree to the revised Privacy Policy. You should regularly check the Privacy Policy to ensure you are familiar with the most current version.

## **9. Contact us**

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T.M.Fildes Proprietary Limited

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